

Statement of Charles E. Mandigo  
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Before the

United States House of Representatives  
Committee on Transportation and Infrastructure  
Subcommittee on  
Coast Guard and Maritime Transportation

On

Crimes Against Americans on Cruise Ships

Tuesday, March 27, 2007

## **Introduction**

Mr. Chairman and members of the committee, on behalf of Holland America Line, I thank you for inviting me to testify before you today. I am the Director of Fleet Security for Holland America Line Inc. a Carnival company, a position I have held for nearly four years. As director of fleet security, I am responsible for Holland America Line's security programs and for compliance with all security directives by governments and other regulatory agencies as to terminal, ship, crew, and passenger security practices and procedures.

Immediately prior to joining Holland America Line, I served with the Federal Bureau of Investigation for twenty-seven years, working out of offices in New York, Chicago, Washington, D.C., and Seattle. Over the course of my career, I was responsible for cases involving all matters within the FBI's jurisdiction, including anti-terrorism, intelligence, and crimes on the high sea. In my final assignment, I served as special agent in charge of the Seattle office, where I was responsible for all FBI matters in the State of Washington. I hold an engineering degree from Cornell University, a law degree from the College of William & Mary, and an MBA in finance from the University of Chicago.

Holland America Line is one of a number of brands owned by Carnival Corporation & plc, which in total operates a fleet of eighty-two modern passenger vessels, serving worldwide markets. Carnival Corporation's various operating companies, which are members of the Cruise Lines International Association, include Carnival Cruise Lines, Princess Cruises, Holland America Line, Seabourn Cruise Line, Cunard Line, and Costa Cruises.

Holland America Line strives to provide a safe and secure cruise experience for its passengers and is committed to taking the measures necessary to ensure the security of its

passengers. To be sure, the cruise line industry depends on the satisfaction of its customers and safety and security is a fundamental part of that satisfaction.

### **Passenger Safety**

The first step in preserving passenger safety is deterrence. In order to further the goals of deterring and preventing any incidents, the ships are equipped with, among other safety measures, X-ray, metal detectors, and hand wands, similar to those that one finds in federal government buildings or airports, as well as closed-circuit cameras.

Holland America Line recognizes the importance of ensuring the appropriate handling and response to any report of a possible crime. Accordingly, all crew are provided basic training in security. Crew members are instructed to report security incidents to the Security Department, allowing the Security Department to effectively cover all areas of the ships. The chief of security and his team have primary responsibility for responding to any incident. Members of the security force are trained in appropriate investigative techniques, such as crime scene and evidence preservation. Our security officers generally have backgrounds in federal and local law enforcement or military backgrounds with significant security and peace-keeping policing experience.

We recognize how important it is to report incidents to the appropriate law enforcement authorities. Holland America Line has worked closely with law enforcement to ensure that it complies with all applicable laws and regulations, and we work closely with our other Carnival brand lines as well as the Cruise Line International Association to ensure that best practices are in place. During my tenure with the FBI, I quickly learned that crime can occur anywhere. Cruise ships are no exception. Holland America Line takes operational security aboard its vessels seriously and cooperates closely with its flag and port States to report and investigate

security incidents as appropriate. In short, the safety of Holland America Line's crews and passengers is our highest priority.

I appreciate the opportunity to appear before the Committee and am happy to answer any questions.